

snapLogic

SnapLogic

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Business Systems & Operations Manager at a manufacturing company with 11-50 employees

it_user656295

WHAT IS MOST VALUABLE?

It makes creating complicated integrations that would normally be scripted, easy to digest, design, and understand. By using snaps instead of functions in code, you can see the building blocks of the integration visually. This helps a lot. It is extremely easy to connect to various business systems and product integrations rapidly.

HOW HAS IT HELPED MY ORGANIZATION?

It automatically sends contracts from Salesforce to Workday, so there was no need for manual data entry. By the end of the year, I had created integrations that saved multiple roles worth of time. This allowed the employees to be effective in other areas.

WHAT NEEDS IMPROVEMENT?

The product can include more canned integrations that can be used. In the field of integration apps, I see a spectrum of apps where one side is point-and-click with zero technical ability needed, and the other side is a platform where you basically write code. SnapLogic sits somewhere in the middle. It doesn't offer enough easy canned integrations for its users like some of the easier to use integration apps.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have been using the product for about a year.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

There were occasional stability issues with various snaps having bugs. It was rare that anything wasn't fixed immediately.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability was easy. You simply add more nodes to your account and it can scale as large as it needs to.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The customer success manager I had was one of the best I've ever had from any software company. I very highly regard the support I received from SnapLogic.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

I did not previously use a different system. I do use a free version of Workato from time to time, due to its cost and ease of point and click integrations.

HOW WAS THE INITIAL SETUP?

There was no real initial setup. I went to SnapLogic for a day of training, received credentials, and started.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

SnapLogic costs can be largely dependent on the cost of their nodes. It is a higher initial cost than other easy-to-use integration apps. If they need to build complex integrations and don't want to use code, look to SnapLogic. If you want to build simple integrations and send e-mails, there are probably more affordable options.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We looked at MuleSoft. They are on the more code heavy side, but are probably the best option for a very large enterprise.

WHAT OTHER ADVICE DO I HAVE?

Lean on the customer success manager.

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